

New Option for Making Child Support Payments



By **Greg Abbott**
Attorney General of Texas

I am pleased to offer a new service that makes it easier for parents to make their child support payments. Parents who wish to pay in cash can now do so at participating grocery stores and other retail locations throughout Texas. The child support payment is typically accepted at a store's service desk where utility, telephone and other monthly bills are also paid.

The new cash option is available to parents who are required to send their child support to the Texas Child Support Disbursement Unit (TxCSDU) in San Antonio. It specifically targets parents who operate in cash because they do not have bank accounts, and whose child support payments are not withheld by their employer.

Parents whose child support is routinely withheld from their paychecks can use the service to make past-due child support payments, as can persons wishing to make child support payments on behalf of a parent.

I believe all parents, regardless of their circumstances, need a convenient and reliable way to pay their child support. Accepting cash payments is another way to be responsive to our

customers' needs and to see that all children receive the support they depend on for a good start in life.

The new payment method is more reliable than mailing personal checks or money orders, which often lack sufficient information to determine who should receive them. The extra time it takes my office to link the payment to the correct child support case delays getting the money to the children.

Parents can call 1-800-252-8014 or visit the Attorney General's Web site at www.oag.state.tx.us to find the nearest location for making cash child support payments. The Attorney General's toll free number is available 24 hours a day to provide automated information about child support services, as well as specific information about a parent's child support case.

To make a cash payment, the parent (or person paying on the parent's behalf) must complete the retailer's payment form that asks for:

- customer's name
- parent's name, if the customer is not the parent
- customer's address
- telephone number
- payment amount
- 10-digit child support case number
- cause number (the identification number for the court case that established the child support order)

The case and cause numbers can be found on the parent's billing state-

ment. Parents can also obtain these unique numbers at any child support office, or by calling the Child Support Division's toll free number.

Parents will receive a receipt upon completion of the transaction. It is important to save this receipt because it contains important information about the child support payment. Parents can call the toll free number for additional verification that their payment has reached the TxCSDU.

The cash payment method is a safe and reliable way for parents to make child support payments. Because the payment is electronically transferred to the parent's child support account, the risk of lost, stolen or unidentified payments is eliminated.

Cash child support payments made at participating retail locations are credited to the parent's account within two business days and then sent to the child. Parents will be charged a nominal fee for this service.

POINTS TO REMEMBER

CHILD SUPPORT PAYMENTS

New cash option available to parents who:

- send their child support to the Texas Child Support Disbursement Unit (TxCSDU) in San Antonio
- operate in cash because they do not have bank accounts
- pay through employer withholding, but wish to make past-due child support payments

Retailers who accept cash payments need:

- customer name
- parent's name, if the customer is not the parent
- customer's address
- telephone number
- payment amount
- 10-digit child support case number
- cause number (the identification number for the court case that established the child support order)

Call 1-800-252-8014 or visit the Attorney General's Web site at www.oag.state.tx.us to find the nearest location for making cash child support payments.



ATTORNEY GENERAL OF TEXAS

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Information on this and other topics is available on the Attorney General's Web site at www.oag.state.tx.us.